



HUMAN RESOURCES OFFICE U.S. EMBASSY DHAKA

VACANCY ANNOUNCEMENT

ANNOUNCEMENT NUMBER - 46

OPEN TO: All Interested Candidates

POSITION: **IT Systems Manager, FSN-11**
Depending on qualifications and experience,
incumbent may be hired at a trainee grade.

OPENING DATE: **November 21, 2005**

CLOSING DATE: **December 20, 2005**

WORK HOURS: Full-time; 40 hours/week

NOTE: ALL APPLICANTS MUST BE RESIDING IN BANGLADESH AND HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The United States Agency for International Development (USAID) in Bangladesh is seeking applications for the position of IT Systems Manager for its Executive Office.

BASIC FUNCTION: The incumbent serves as the Supervisory Computer Systems Manager for USAID/Dhaka. This position is charged with overall management of the Mission's computer system and automation efforts under the general direction of the Executive Officer (EXO), in her/his absence, the Deputy EXO. This position is responsible for technical administration and direction of Information Technology (IT) functions: Policy and Planning, Analysis and Design, Programming, Operations, Security, Training, and

Computer Advisory Services. The incumbent manages the activities of the IT staff and indirectly supervises third party technical contractors who provide training, upgrades, technical support, and systems development. The incumbent will provide expertise primarily in the area of information resources management and administration, and research and development. The incumbent provides information systems management assistance to a diverse constituency. S/he develops the Mission's long-term IT strategy, including a procurement plan and budget, and provides gap training to the IT staff in the incumbent's fields of expertise. The incumbent assesses automation training needs for all mission staff, designs course materials, and conducts training. The incumbent also serves as the Mission Advisor on the Local Area Network (LAN), open systems, multi-vendor environment strategy, and new automation directions. USAID/Bangladesh is located on the U.S. Embassy grounds; the incumbent will be required to work collaboratively on IT issues that intersect with the Dept of State. Innovation is encouraged with the understanding that USAID/W largely controls implementation of new technology and centrally manages core infrastructure.

MAJOR DUTIES AND RESPONSIBILITIES:

A. Information Resources Management and Administration:

- Serves as the Supervisory Computer Systems Manager responsible for developing the Mission's overall comprehensive automation policy and long-range information technology (IT) strategy.
- Manages Information Technology staff and indirectly supervises third party technical contractors who provide training, engineering enhancements, technical support, and systems development for the Mission. Initiates personnel actions, conducts performance evaluations, and provides overall human resource management for the Information Technology staff. Prepares and directs individual Information Technology staff career development and training plans.
- Performs project management of all information systems development efforts by the Mission. Directs or performs all the elements in project management of all Operating Expense (OE)-funded automation projects and systems development, and provides expert advice on all Program-funded automation projects and systems developed for use by Mission staff.
- Manages a very large and highly complex computer installation consisting of Compaq PC/LAN servers; Dell PCs with mouse devices; Cisco LAN Switches; Dell Laptops/notebooks; HP laser printers and HP Deskjet, tape cartridge drives, Compaq and APC UPSs; WIN 2000 AVRS; Virtual Small Aperture Terminal (VSAT) telecommunications technology, Cisco Routers, and modems; Firewall security software; ePolicy Orchestrator for management of anti-virus updates; and integrated Fire Alarm, Aircon, Temperature, Humidity, Water-leak monitoring system.



- Supports the Information System Security Officer to plan and implement programs for controlling the physical security of the Mission's computer center and all other computing equipment. Incorporates security features into the design of applications software to prohibit unauthorized access to sensitive information. Establishes procedures for the proper use of the Mission's automation equipment.
- Provides innovative ideas and creative thinking to formulate a comprehensive automation strategy for the Mission. Interrelates highly complex and pertinent issues with the broad spectrum of automated information management; establishes and implements Mission automation plans, policies, and goals; directs the preparation of the Mission automation budget; manages the financial resources allocated to the whole USAID/Dhaka automation organization; initiates automation-related administrative acquisition; reviews and clears all Mission and project-funded computer-related procurement.
- Directs the preparation of statements of work, systems specification, evaluation criteria, and recommendations for all automation-related equipment, supplies, and service contracts. Evaluates vendor proposals, reviews and approves services; supervises inspection of equipment deliveries and installations. Determines the validity of contract requests for additional time and/or funds.
- Deliberates on most complex automation concepts, strategies, and objectives on computer systems capabilities and installations with Information Management (IRM), Mission Director, Executive Officer, project officers, users, and vendors. Directs the preparation and monitoring of the annual Operating Expense Budget on data management services for the Mission.
- Regularly reviews the staffing requirements for Information Technology and recommends adjustments in the work assignments of each staff to conform with the Mission long-range automation strategy. Directs the update of the position descriptions where necessary to meet those needs.
- Maintains constant liaison with the Office of Information Management (IRM) in AID/W relative to developments in new Agency automation strategy and their potential impact on the Mission's automation program. Coordination of Mission information resources management requirements and initiatives with IRM, FM, and other pertinent bureaus.
- Periodically analyzes automation training needs and devises courses to enhance the technical skills for all mission staff.



- Backstops all Information Technology staff on all duties and responsibilities.

B. Computer Systems Engineering:

- Acts as the chief systems engineer in the design, configuration, and implementation of computer systems in the Mission. Directs the study and analysis of all systems workload and utilization, evaluates hardware/software required to enhance the performance and capacity of the automation operation, and develops techniques to improve system performance and optimize hardware and software utilization; prepares documentation and justification necessary to upgrade or expand systems.
- Directs studies to be carried out by subordinates who assess highly complex information and data requirements, devising computer hardware and software configurations to support specified requirements; improves systems capacity through hardware/software changes and through operating systems configuring; oversees all areas of information processing and equipment security, alerting senior management to problem areas; and, takes corrective action to improve system productivity and to minimize chances of misuse or destruction of information and equipment.
- Oversees the telecommunications system such as Microsoft Exchange e-mail network, Agency Wide Area Network (WAN) Link, Very Small Aperture Terminal (VSAT), Internet Access through an Internet Service Provider (ISP) utilizing a VSAT connection, and troubleshoot highly complex and the most difficult data and voice communications problems with AID/W. Advises Mission management on issues such as, policies governing computer maintenance and acquisition, installation of software, and integration of proper power protection equipment for all the Mission's systems.
- Maintains and controls the physical security of the Mission's computer center and all automation hardware and software. Incorporates security feature into the design and operation of application systems to prohibit unauthorized access of sensitive information.
- Supervises staff who are responsible for the day-to-day operation of the entire automation installation in the Mission. Resolves most difficult and unusual operational problems reported by the Operations Assistants to ensure minimum downtime and maintain availability of all systems at all times. Provides direction to the Operations Assistants in effective backup strategies, emergency, disaster and recovery planning, contracting systems engineering expertise from a wide field of external resources, and preventive hardware maintenance.



C. Research and Development:

- Manages and oversees the entire applications portfolio for the Mission, particularly on major applications developed by AID/W and the Mission for financial management, project administration, communications and operations management. This includes responsibility for the most complex and sophisticated programs such as: Mission Accounting and Control System (MACS), MACS Voucher Tracking System (MACSTRAX), which will soon to be replaced by a new financial management system, PHOENIX, American Electronic Time and Attendance (AETA), Time and Attendance for FSN employees (Win TA), Travel Manager, Domestic Travel Management System, Procurement Documentation ProDoc, Communications and Records Processing System (C&R) and others.
- Directs the research and development efforts of Information Technology staff to achieve the following:
Ability to support multiple hardware platforms and generations of hardware from many vendors; (2) Efficiency of service and support due to consistent interfaces to different hardware platforms; (3) Portability of applications, data, and personnel among different hardware, and software systems; (4) Inter-operability of applications and systems; (5) Independence from a particular hardware or software environment or reliance on a particular supplier; and (6) Capability to integrate applications, information, and systems from different sources into a cohesive, productive environment.

QUALIFICATIONS REQUIRED:

1. **Education:** A Bachelors degree in Computer Science/Engineering or equivalent from a recognized university is required. The incumbent having education of a Masters degree in Computer Science/or Engineering will be given preference. MCSE and CCNA certification or equivalent is required.
2. **Language Proficiency:** English and Bangla Language Proficiency of Level IV: Fluency, both written and spoken, is required in English and Bangla. The incumbent should be able to prepare correspondence and standardized reports, and to communicate effectively with English speaking staff.
3. **Prior Work Experience:** Seven years of experience in Systems Administration in LAN environment is required. One to two years of supervisory experience is required since the jobholder will have to effectively organize and coordinate a range of activities undertaken by his/her staff members of the IT Section.



4. Knowledge: This position requires knowledge of computer systems management sufficient to assure the continued effective operation of a computer installation designed to provide automation support to a post, mission, or agency or to provide for transmission of text and data files by telecommunications. Knowledge of statistical and spreadsheet packages. This position also requires a thorough knowledge of systems analysis and design techniques; computer equipment operations management; hardware and software technology; post, mission, or agency objectives, relationships, and management practices; technical aspects of analysis, computer application programming, telecommunications, security, and management advisory services; and acquisition policies and procedures relative to computer hardware and software.

Skills and Abilities: This position requires the skill and ability to maintain operational capability and readiness of computer systems. Good technical skills to trouble-shoot, diagnose, and resolve hardware and software problems and to maximize the capabilities of the organization's computer resources. Solid interpersonal skills to develop and maintain two-way communications and promote computer and automation services. This position requires a good understanding of the priorities of key managers to ensure that the computer and automation organization is responsive to those needs. Good interpersonal skills are required to resolve priority issues, system limitations, down-time, etc., with key officials. The ability to relate post organization, functions, and mission to computer system's terms of reference, e.g., priorities for automation, inter-relationship of different applications programs to post operations, etc. Ability to articulate significance of management decisions with computer systems to obtain support for actions that will enhance automation and/or effective management of computer resources.

HOW TO APPLY: Interested candidates are requested to submit the completed "Application for Employment as a Foreign Service National" Form or a Resume along with a one-page cover letter stating their level of education, experience, etc. that describes key experiences and perspectives which demonstrates how they qualify for this position to USAID, Human Resources Section, Room 64, Executive Office, American Embassy, Dhaka, no later than close of business December 20, 2005.

Blank application forms are available at Gate 1 (Reception booth) and in the USAID Human Resources Section, Ext.2502/2503. A copy is also attached at the bottom of this message for your convenience.

Only complete and up-to-date application with a recent photograph will be accepted. Inaccuracies, omissions or false statements may be cause



for disqualification or termination of employment. Information given on the application may be verified at any time.

SELECTION PROCESS: After an initial application screening, the best-qualified applicants will be invited to a testing process, which will include written examinations and oral interviews. The probationary period for this position is **one year**.

ADDITIONAL SELECTION CRITERIA: The Mission will consider issues such as conflict of interest, nepotism, budget implications, etc., in determining successful candidacy.

NOTE: Employees in probationary status are not eligible to apply. Members of the same family (father, mother, spouse, child, brother, sister, uncle, aunt, first cousin, niece, nephew, grandparent or grandchild, in-laws or step-relatives) will not be employed at the same time in the same agency unless it is in the best interests of the Mission and approved by the Director of the agency involved. In no case will family members be employed in the same working unit of an agency. They may be employed in different agencies.



APPLICATION
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Cleared by: EXO/EZehr: EXO/HR/SSaha: EXO/HR:SKhan: STATE/HR: MGT/C